

IF YOU HAVE A COMPLAINT

We are committed to providing debt solutions of the highest quality and We take any complaint about Our service very seriously. If You feel that We haven't lived up to Your expectations in any way, We would like to know so that We can promptly address Your concerns. We are dedicated to reaching an equitable solution and a speedy redress to any material complaint.

Atlantic Financial Management has a written Complaints Procedure. To voice Your concerns, please follow Our 2 step procedure.

Step 1 – Let Your usual point of contact know

Inform Us of Your concern and how You think it could be resolved by:

1. Calling Your Personal Case Manager on 0845 0 30 40 50 Monday to Friday 8:30am to 9pm; OR
2. Email: complaints@atlanticfinancialmanagement.co.uk
3. Writing to:

Complaints Officer
Atlantic Finance (UK) Ltd.
7 Franklin Court
Stannard Way
Priority Business Park
Bedford MK44 3JZ

We will do all We can to resolve Your complaint by the end of the next business day. If We are unable to do this, We will write to You within five working days to tell You what we have done to resolve the problem, or acknowledge Your complaint and let You know when You can expect a full response. We will also let You know the name and contact details of the person or team dealing with Your case. Whilst We have eight weeks to issue Our final response, We will try and resolve Your complaint within this timescale, though this can be dependent on the complexity of the case.

Step 2 – Financial Ombudsman Service

If We haven't issued Our 'final response' within eight weeks from the date You first raised Your complaint, or if You remain dissatisfied with Our response, You can ask the Financial Ombudsman Service for an independent review. The Ombudsman will only consider Your complaint once You've tried to resolve it with Us, so please take up Your concerns with Us first and We will do all We can to help. You have to register a complaint with the Ombudsman within six months of receipt of Our final response.

Financial Ombudsman Service, Exchange Tower, London E14 9SR

Telephone: 0800 023 4567 or 0300 123 9 123 (8am to 8pm, Monday to Friday and 9am to 1pm, Saturday)

Authorised and regulated by the Financial Conduct Authority

